



DISPATCH GUIDE

Dispatch with Tread.

Assign, send, and monitor your work on the web – your drivers receive and start it on mobile.



WHAT WE'LL COVER

From your board to a **driver's phone.**

0	Overview & what you dispatch	EVERYONE
1	Assign: your driver or a vendor	DISPATCHER
2	Before you dispatch	CHECKLIST
3	Dispatch on the web	DISPATCHER
4	Dispatch on mobile	DISPATCHER & DRIVER
5	Tips & troubleshooting	EVERYONE



0 • OVERVIEW

What you **dispatch**

A Project holds the work; an Order is the day's slice; a Job is one truck's assignment – what you send to a driver.

Project

Holds the customer, sites, materials, and rates.

Order

The day's work: trucks requested, start time, target loads/hours.

Job

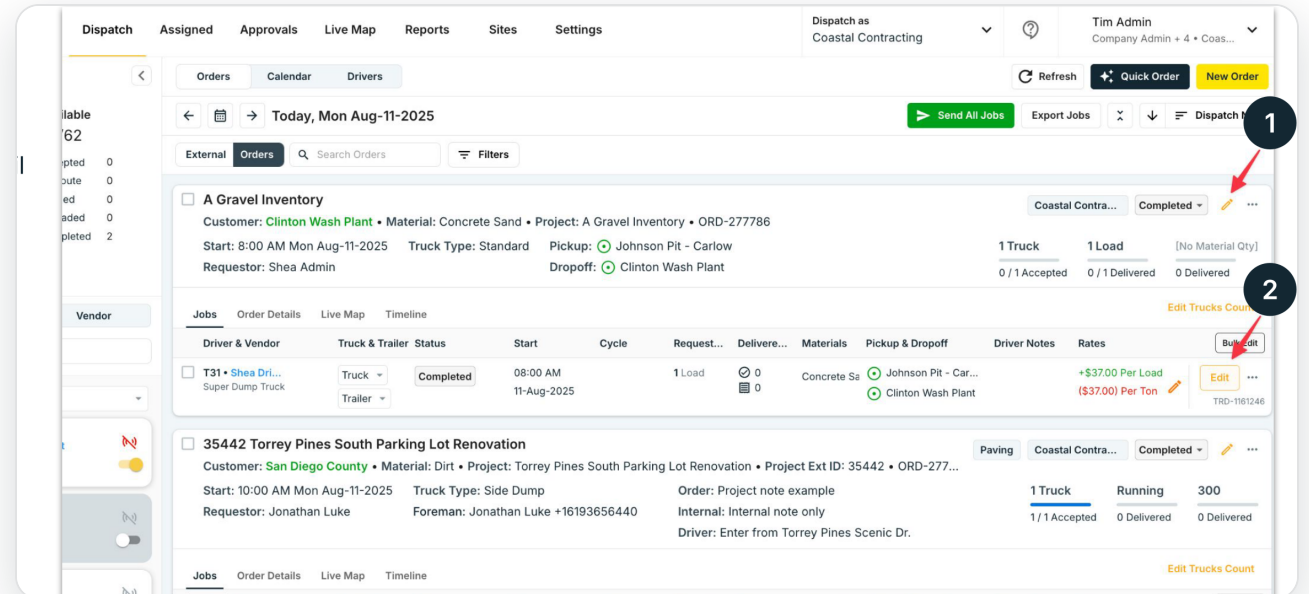
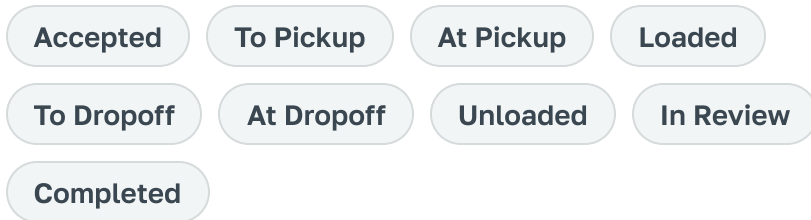
One truck's assignment within an order – what you send to a driver.



0 • THE BOARD

The dispatch board

The **Dispatch** view on web is your command center. Each order card shows its status, trucks, and the per-job rows you act on. Every job moves along this flow:





1 • ASSIGN

Your driver – or a vendor

In the Assign panel you toggle Driver or Vendor. That choice is the dispatch mode – confirm the relationship before assigning.

MODE	WHO HAULS IT	IN THE ASSIGN PANEL	WHEN TO USE
Regular	Your own driver	Driver tab	Your own employee drivers and trucks
Direct	An Owner-Operator you dispatch directly	Driver tab	A single-truck hauler whose truck you assign yourself
Hot	A hauling company that sub-dispatches	Vendor tab	A multi-truck vendor; their dispatcher picks the driver

Heads up: Vendor (Hot) needs an accepted Vendor connection; a Direct Owner-Operator must be shared to you. Check [Settings → Vendors](#) and [Settings → Drivers](#) first.



2 · CHECKLIST

Before you **dispatch**

Three things should be true before the first job goes out.

1

Work exists

A project and at least one order for the day.

2

Trucks & drivers set up

Drivers added and invited, trucks created, default trucks paired to drivers.

3

Connections confirmed

For Vendor/Direct, the Vendor connection is accepted and Owner-Operator drivers are shared to you.

CHAPTER 3

Dispatch on **the web.**

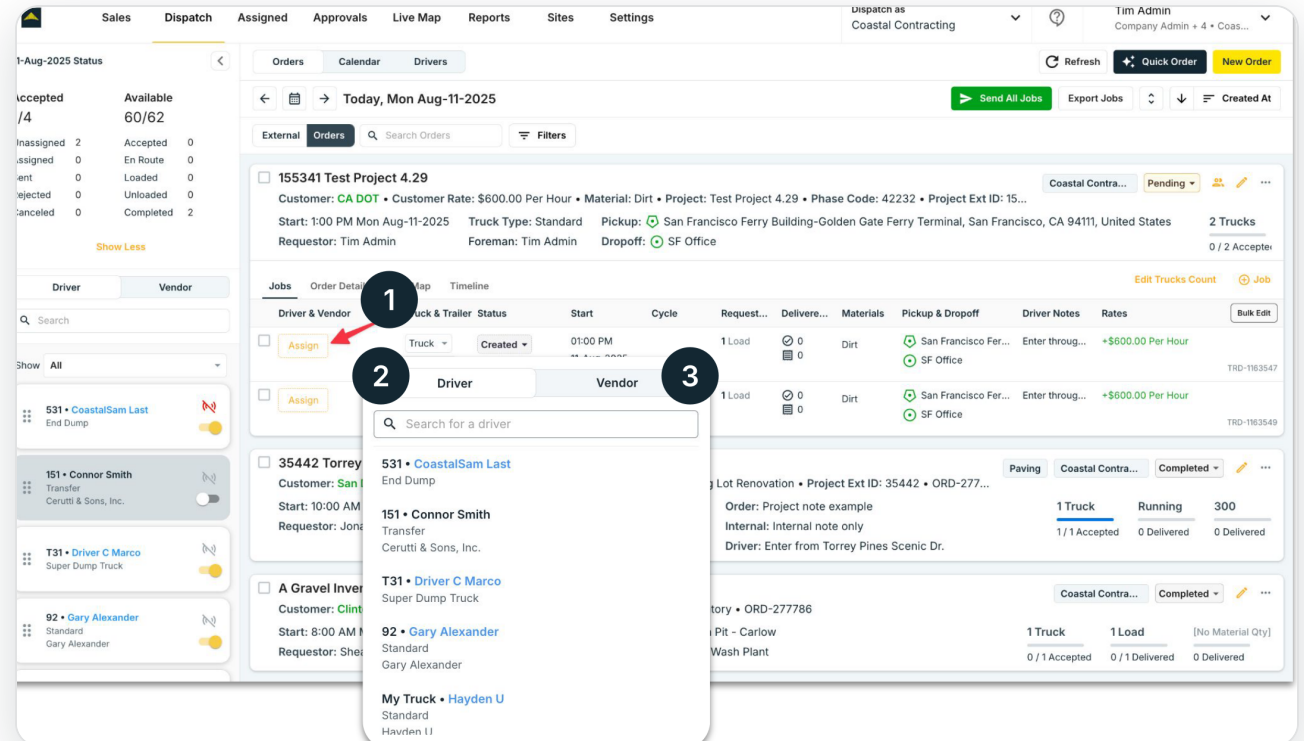
Assign → send → monitor, from your desk.



WEB · STEP 1

Assign a driver

- 1 Click **Assign** on the job row to open the Driver / Vendor picker.
- 2 **Driver** — your own driver (Regular) or an Owner-Operator you dispatch directly (Direct).
- 3 **Vendor** — a hauling company that sub-dispatches the job (Hot).





WEB · STEP 1B

Bulk-assign to a vendor

Hand many jobs to one hauling company at once:

- 1 Click the **Bulk Assign** (persons) icon to open the **Assign to** dialog.
- 2 Use **+** to set the number of trucks for the vendor.
- 3 Click **Assign All** to assign every selected job at once.

The screenshot displays the TREAD web application interface. The top navigation bar includes links for Admin, Sales, Dispatch, Approvals, Live Map, Reports, Sites, and Settings. The user is logged in as Marco Alvarez. The main area shows a list of jobs, with one job selected. A modal dialog titled 'Assign To: A56441 • ORD-291768' is open, showing a list of vendors and a table to select the number of trucks for each. The 'Assign All' button is highlighted. The modal also shows a list of trucks and a table to select the number of trucks for each.



WEB · STEP 2

Set the job details

Hover a job row and click **Edit** to open the **Edit Job** screen. Confirm the pickup/drop-off **sites**, **truck & trailer**, **start time**, and **rates**.

- 1 Click **Submit** once the details are correct to save the job.

Edit Job At Pickup
TRD-1169179

Project Details

Customer Account *

SFO Airport

Associated Project Name

SF Airport Field 1 - Cust...

Project ID

Customer PO 12345

Department

Order Customer Details

Order Name

Customer PO 12345 SF Airport

Dispatch No.

Order PO

Order Zone

External ID

Date & Time

Truck Start Date *

08/13/2025

Truck Start Time *

10:00 AM

Location Details

Pick Up Site

SF Office

[Edit Selected Pickup Site](#)

Drop Off Site

San Francisco, CA 94128, USA

[Edit Selected Drop Off Site](#)

Coordinates

37.788290, -122.40033

Coordinates

37.619114, -122.381627

Map

Satellite

+ Add Pick Up Site Contact

+ Add Drop Off Site Contact

Rate Details

Customer Rate Card

Rate Type

Rate

Cancel

Submit

10 / 17



WEB · STEP 3

Send the jobs

- 1 Click **Send** on a single row to dispatch that one driver.
- 2 Or click **Send All Jobs** (top right) to send every pending assignment at once.

Drivers get a push notification immediately – double-check the list first.

The screenshot displays the TREAD web interface for managing orders. At the top, there are tabs for 'Orders', 'Calendar', and 'Drivers'. A navigation bar shows 'Tomorrow, Tue Aug-12-2025' with a 'Send All Jobs' button (labeled with a circled '2') and other options like 'Export Jobs' and 'Dispatch No.'. Below this, the 'Orders' section is active, showing details for 'McD Cincinnati' with a status of 'Pending'. A table lists jobs with columns: Driver & Vendor, Truck & Trailer, Status, Start, Cycle, Requested, Delivered, Materials, Pickup & Dropoff, Driver Notes, and Rates. The first row shows a job for '531 • CoastalSa...' with a 'Send' button (labeled with a circled '1') in the Status column. The second row shows a job for 'Assign' with a 'Created' status.

Driver & Vendor	Truck & Trailer	Status	Start	Cycle	Requested	Delivered ...	Materials	Pickup & Dropoff	Driver Notes	Rates
531 • CoastalSa... End Dump	Truck Trailer	Send	01:00 PM 12-Aug-2025	1 Load	0 0	0 0	Dirt	Nugent Sand Cincinnati Zoo		+\$160.00 Per Hour (\$30.00) Per Hour
Assign	Truck Trailer	Created	01:00 PM 12-Aug-2025	1 Load	0 0	0 0	Dirt	Nugent Sand Cincinnati Zoo		+\$160.00 Per Hour



WEB · STEP 4

Monitor the jobs

Follow each job's **Status** as the day runs. Advance a status manually with the down arrow, and follow trucks on the **Live Map**.

← Today, Wed Aug-13-2025 → Send All Jobs Export Jobs Scheduled At

External Orders

Search Orders

Filters

Start: 12:00 PM Wed Aug-13-2025

Truck Type: Side Dump

Pickup: ✓ Martin Marietta San Diego

Driver: driver not...

2 Trucks

Running

[No Material Qty]

Requestor: Jonathan Luke

Foreman: Jonathan Luke +16193656440

Dropoff: ✓ Superior RM - Mission Gorge

1 / 2 Accepted

0 / 2 Delivered

0 Delivered

Jobs

Order Details

Live Map

Timeline

Edit Trucks Count

Job

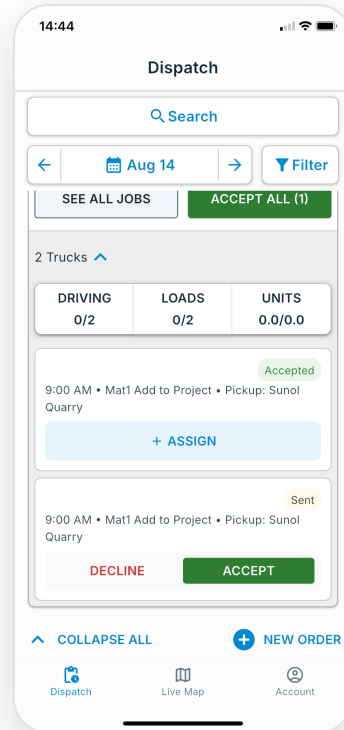
Driver & Vendor	Truck & Trailer	Status	Start	Cycle	Requested	Delivered...	Materials	Pickup & Dropoff	Driver Notes	Rates	Bulk Edit
☐ 152 • Jonathan L... Side Dump	Truck ▾ Trailer ▾	Accepted ▾	12:00 PM 13-Aug-2025		Running	✓ 0 ☰ 0		✓ Martin Marietta San ... ✓ Superior RM - Missi...	driver notes ...	+ Add Rates	
☐ Assign	Truck ▾ Trailer ▾	Created ▾	12:00 PM 13-Aug-2025		Running	✓ 0 ☰ 0		✓ Martin Marietta San ... ✓ Superior RM - Missi...	driver notes ...	+ Add Rates	TRD-1172855 TRD-1173325

CHAPTER 4

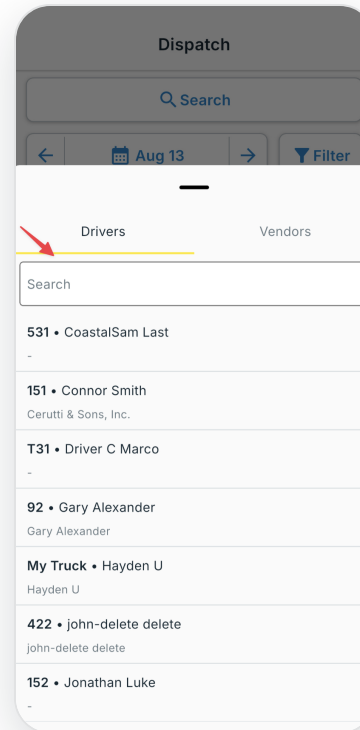
Dispatch on **mobile.**

Run the same dispatch from your phone – then your driver receives, accepts, and starts the job.

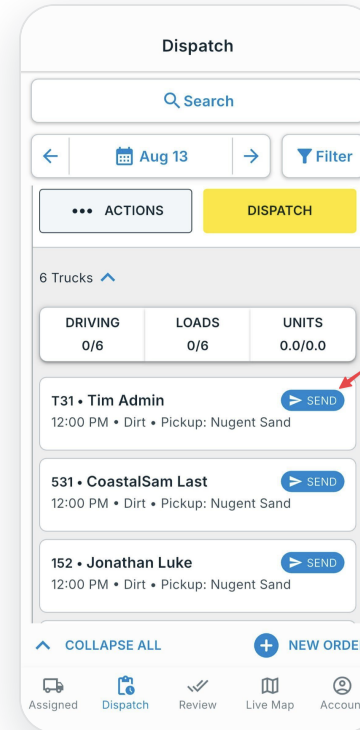
Dispatch from your phone



1 Open the order, tap + Assign

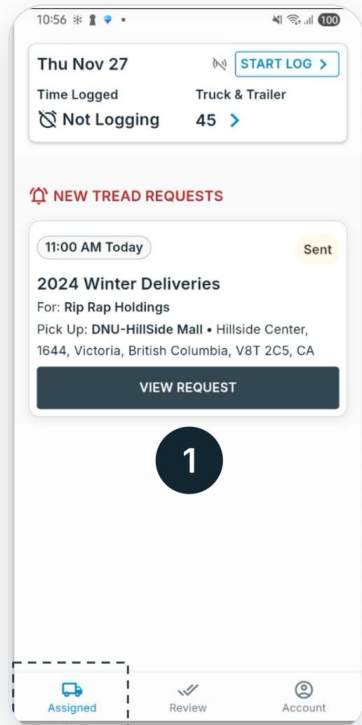


2 Pick a driver

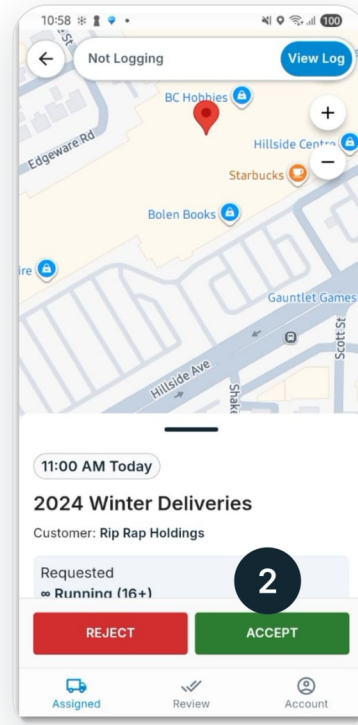


3 Tap Send

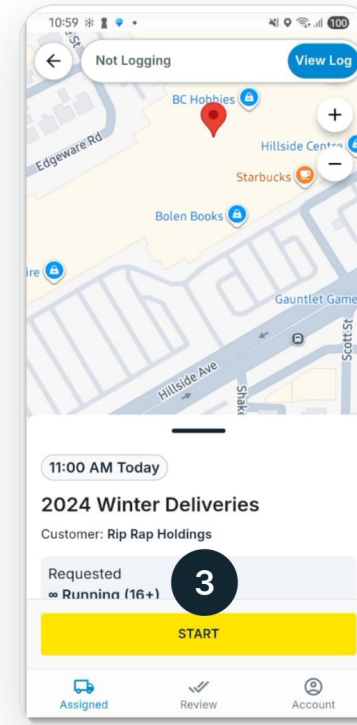
What your driver **sees**



1 View Request



2 Accept the job



3 Start – location goes live



5 • TIPS

Tips & troubleshooting

Assign to the right place. Use the **Driver** tab for your own drivers and **Vendor** for haulers who sub-dispatch – the most common reason a driver never receives a load.

- **Driver didn't get the load?** If it's stuck at **Assigned** (not **Sent**), hit **Send**. If sent but the driver shows **Pending**, they haven't accepted, or may lack the app or location permissions.
- **Vendor (Hot) jobs** show the driver's name on your board only after the vendor's dispatcher accepts and assigns one of their drivers.
- Set a **default truck** on each driver so it pre-fills on every assignment – fewer clicks, fewer mistakes.



SUPPORT

We're here when you **need us.**

Stuck on a dispatch? Reach the Tread team any of these ways.

IN-APP CHAT

Chat icon (web) or Account (mobile)

HELP CENTER

intercom.help/tread

PHONE OR TEXT

1-888-558-7323

EMAIL

support@tread.io

TREAD